



TNRCC REGULATORY GUIDANCE

Water Utilities Division, Utility Rates & Services Section
RG-198
March 1995, revised

512/239-6960
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SUBJECT: **UTILITY ASSISTANCE: HELP IS ON THE WAY!**

The Texas Natural Resource Conservation Commission recognizes that water and wastewater utilities need help in complying with increasingly complex environmental, health, and safety regulations. The Water Utilities Division provides on-site assistance for small water and wastewater utilities so that these utilities may provide better service to their customers on an on-going basis.

What Kind of Assistance?

Types of services provided include:

- Utility operations and management, including assistance in the development of customer service policies and procedures, technical operations, water conservation, leak detection, and compliance with the Safe Drinking Water Act, along with other operating and management issues.
- Financial management assistance including bookkeeping, accounting, cash and inventory control, business planning, and budgeting.
- Educational assistance in the form of publications and seminars.

Who Provides the Assistance?

- A TNRCC contractor provides "Circuit Riders" for one-on-one technical and management assistance by visiting over 300 utilities a year across the State. The contractor is the **Texas Rural Water Association (TRWA)**, a non-profit organization which has been providing services to rural water and wastewater systems since 1969.
- Another TNRCC contractor, **Community Resource Group (CRG)**, provides in-depth help to 50 small communities, homeowner groups, and other small utilities. CRG is a member of the national Rural Community Assistance Program, which does extensive water and wastewater work in rural and low-income communities.

How to Get Assistance?

The services described are provided at no cost. Communities, utilities, property-owner groups, and individuals can benefit from the assistance programs.

Contact the Utility Assistance & Certification Team, Water Utilities Division, MC153 at the phone number shown above or the address shown below.

Texas Natural Resource Conservation Commission • PO Box 13087 • Austin, Texas • 78711-3087

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